

CLAIMS

What is claimed is:

1 1. A monitoring system for supporting management of an
2 establishment, said monitoring system comprising:

3 a plurality of detectors placed at each of a
4 plurality of locations for detecting customer service
5 related information and for transmitting said detected
6 customer service related information;

7 a central computer unit having a receiver for
8 receiving said detected customer service related
9 information transmitted by said plurality of detectors;
10 and

11 a display monitor, coupled to said central computer
12 unit, for displaying said detected customer service
13 related information received by said transceiver to a
14 manager of said establishment on a real-time basis.

1 2. The monitoring system of Claim 1, wherein one of said
2 plurality of detectors is a patron presence detector.

1 3. The monitoring system of Claim 1, wherein one of said
2 plurality of detectors is a patron counter.

1 4. The monitoring system of Claim 1, wherein one of said
2 plurality of detectors is a staff presence detector for
3 receiving signals from transmitters carried by staff members.

1 5. The monitoring system of Claim 4, wherein said
2 transmitters carried by staff members also receive signals
3 from tables needing service via local area paging.

1 6. The monitoring system of Claim 1, wherein said plurality
2 of detectors are battery operated.

1 7. The monitoring system of Claim 1, wherein said
2 monitoring system further includes a customer survey pad for
3 relating to said central computer unit qualitative or
4 quantitative customer service input from patrons sitting at a
5 table, via one of said detectors located at said table.

1 8. The monitoring system of Claim 1, wherein said
2 establishment is a restaurant.

1 9 The monitoring system of Claim 1, wherein said plurality
2 of locations are tables.

1 10. The monitoring system of Claim 1, wherein said detected
2 customer service related information is displayed on said
3 display monitor for said manager to review at a remote
4 location.

1 11. The monitoring system of Claim 1, wherein said detected
2 restaurant customer service information is transmitted over-
3 the-air.

1 12. The monitoring system of Claim 1, wherein said detected
2 restaurant customer service information is transmitted via a
3 wire connection.

1 13. A method for monitoring service quality of a restaurant,
2 said method comprising the steps of:

3 mounting a patron presence detector and a staff
4 presence detector at a table within a restaurant;

5 detecting a patron present at said table utilizing
6 said patron presence detector;

7 in response to said detected patron presence,
8 transmitting a patron presence signal to a central
9 computer;

10 detecting a staff member present at said table
11 utilizing said staff presence detector;

12 in response to said detected staff presence,
13 transmitting a staff presence signal to said central
14 computer; and

15 displaying an indicia representing a time lapse
16 between said patron presence signal and said staff
17 presence signal at said central computer.

1 14. The method of Claim 13, wherein said patron presence
2 signal includes a table number of said table.

1 15. The method of Claim 13, wherein said staff presence
2 signal includes said table number and a staff number.

1 16. The method of Claim 13, wherein said method further
2 includes:

3 mounting a patron counter at said table; and

4 counting the number of patrons present at said
5 table utilizing said patron counter.

1 17. The method of Claim 13, wherein said method further
2 includes a step of transmitting patron survey information
3 gathered from a patron survey pad to said central computer.

1 18. The method of Claim 13, wherein said transmitting step
2 further includes a step of transmitting over-the-air.

1 19. The method of Claim 13, wherein said transmitting step
2 further includes a step of transmitting via a wire.

1 20. A monitoring system for monitoring service quality of a
2 restaurant, said monitoring system comprising:

3 means for mounting a patron presence detector and a
4 staff presence detector at a table within a restaurant;

5 means for detecting a patron present at said table
6 utilizing said patron presence detector;

7 means for transmitting a patron presence signal to
8 a central computer, in response to said detected patron
9 presence;

10 means for detecting a staff present at said table
11 utilizing said staff presence detector;

12 means for transmitting a staff presence signal to
13 said central computer, in response to said detected
14 staff presence; and

15 means for displaying an indicia representing a time
16 lapse between said patron presence signal and said staff
17 presence signal at said central computer.

1 21. The monitoring system of Claim 20, wherein said patron
2 presence signal includes a table number of said table.

1 22. The monitoring system of Claim 20, wherein said staff
2 presence signal includes said table number and a staff
3 number.

1 23. The monitoring system of Claim 20, wherein said
2 transmitting means further includes a means for transmitting
3 over-the-air.

1 24. The monitoring system of Claim 20, wherein said
2 transmitting means further includes a means for transmitting
3 via a wire.

1 25. The monitoring system of Claim 20, wherein said
2 monitoring system further includes a means for counting
3 patrons.

1 26. The monitoring system of Claim 20, wherein said
2 monitoring system further includes a means for relating
3 qualitative or quantitative customer service input from
4 patrons sitting at a table to said central computer unit.